EXHIBIT 300   **UII 024-000003015**

Exhibit 300: Capital Asset Summary
Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2012-06-29
Investment Auto Submission Date: 2012-02-29
Date of Last Investment Detail Update: 2012-02-24
Date of Last Exhibit 300A Update: 2012-08-22
Date of Last Revision: 2012-08-22

Agency: 024 - Department of Homeland Security   **Bureau:** 30 - Citizenship and Immigration Services

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: USCIS - Transformation

2. Unique Investment Identifier (UII): 024-000003015

Section B: Investment Detail

1. **Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

    USCIS is investing in an enterprise-wide transformation of its business processes by implementing the Electronic Immigration System (USCIS ELIS). USCIS ELIS implements customer and case management, workflow management, document and knowledge management, risk and fraud and rules engines, and identity management systems to process benefits applications received by USCIS. To implement this system, USCIS is reengineering business processes for all USCIS lines of business; implementing change management and training for more than 10,000 employees; implementing or upgrading the hardware and software infrastructure for multiple environments, and upgrading the technology in USCIS field offices. Transforming the Agency will help USCIS meet its customer service, national security and operational excellence goals by closing many gaps in current business processes associated with paper files, forms and evidence. It will also address typical customer and advocate complaints such as a lack of consistent, complete and accurate answers; frequent and duplicative requests for evidence; lost or misplaced files; and limited transparency. After the transformation, customers will be able to manage and save their information and evidence in online accounts, access case status and will have multiple options for communicating with USCIS. Third-party filers can also establish online accounts to file and manage their customers? cases. Adjudicators will receive complete, decision-ready cases, rather than checking multiple legacy systems and managing paper files. New tools will

identify potential fraud and route riskier cases to subject matter experts for rigorous review. USCIS managers can conduct quality checks, monitor and report detailed performance more readily; respond to workload fluctuations more efficiently and effectively, and improve transparency and accountability. Transforming USCIS will also enhance information sharing among the Agency?s Federal partners, ultimately strengthening the immigration system and national security. The transformed system will be deployed incrementally to cover USCIS lines of business: Nonimmigrant for customers, adjudicators and third-party filers in Releases A and B; Immigrant in Release C; Humanitarian in Release D; and Citizenship in Release E. This investment incurs O&M only after Release A1 is deployed in FY12 (See Summary of Funding.) O&M incurred up through FY 2011 is for digitization costs only and is not for O&M of USCIS ELIS.

2. **How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

   Without the implementation of USCIS ELIS, the current form-centric, paper-based business processes will continue to be non-standard across field offices; decisions will be made in a non-standard way, which leads to inconsistency and impacts customer service. Files that may contain unique evidence provided by an applicant may be lost, leading to much frustration on the part of the applicant and also on the part of USCIS employees. USCIS will not be able to streamline processing of benefit applications; both in terms of improving efficiency and avoiding delays in processing applications. USCIS ELIS, enables USCIS to better improve security of the process and to further enhance information sharing with other government agencies. Without USCIS ELIS, USCIS will continue to spend valuable time on performing manual tasks that could be automated. Without USCIS ELIS, USCIS will continue to experience typical customer and advocate complaints such as a lack of consistent, complete, and accurate responses to inquiries; frequent and duplicative requests for evidence; lost or misplaced files; and limited transparency. Without USCIS ELIS, USCIS Adjudicators will continue to receive incomplete information and have to follow an inefficient process in order to render decisions. Without USCIS ELIS' e-filing capability, the volume of manual scanning of benefit requests sent to the lockbox will not be reduced. Paper files will still need to be mailed around the country resulting in storage costs and creating the possibility for lost or misplaced applications. Without USCIS ELIS, information sharing among the Agency's Federal partners will continue to be hampered by inconsistent data and lack of real time availability. Without USCIS ELIS, the costs and risks inherent in the legacy systems will remain. USCIS will have to continue to support very expensive enhancements for these systems, such as CLAIMS 3 and Central Index System for which there are very few skilled programmers, and which the latest security and monitoring systems cannot support. USCIS ELIS is a requirement to enable USCIS to be in compliance with security mandates. Without this investment, USCIS will not be able to further enhance business processes and realize efficiencies as envisioned by the component.

3. **Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

   USCIS identified all requirements to deliver end-to-end functionality for Release A (Nonimmigrant benefits); developed and demonstrated an end-to-end electronic immigration

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processing prototype which was used to complete detailed design and development of three of four iterations of the core account and case management functions to support the intake and adjudication of the I-539, including account management, workload management, document management, Web-enabled account and identity management, while keeping stakeholders updated on progress, and gathering their feedback.

4. **Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

   In FY 2012, the Office of Transformation Coordination (OTC) will: •Deliver Release A1 and A2 (Phase 1) of Transformation to implement Account and Case Management, customer and case management, workflow management, document and knowledge management, risk and fraud and rules engines, and identity management systems to process benefits applications received by USCIS. These releases will implement the foundational platform for all subsequent releases (additional non-immigrant benefits in Release B; Immigrant benefits processing in Release C; Humanitarian in Release D; and Citizenship in Release E). •Work with partner agencies, including ICE, CBP, US-VISIT, DOL, and DOS to implement information sharing strategies. •Upgrade information technology infrastructure (e.g., circuit upgrades, legacy system interface development, desktop enhancements, security and testing infrastructure). •Migrate necessary biographic data from legacy systems. •Obtain approval of Production Readiness Review [PRR] Operational Test Readiness Review [OTRR], and Operational Readiness Review [ORR] •Hold customer and advocate listening sessions to gain feedback on proposed system. •Conduct pilot training sessions for the Vermont and California Service Centers. •Hold post-deployment customer feedback sessions (internal and external). •Operational Test Agent (OTA) to conduct an independent Operational Test and Evaluation (OT&E) of the transformed solution post deployment of the initial release by engaging directly with users and customers. In FY 2013, the OTC will: •Deliver Release A2 (Phase 2) and Release A3 of Transformation to enable biometric appointment scheduling, vetting of biometrics, evaluating identity discrepancies, evaluating US Visit responses, and resolving duplicate records. •Hold four Federal Stakeholder Exchanges with partner agencies.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2009-02-06

Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding				
	PY-1 & Prior	PY 2011	CY 2012	BY 2013
Planning Costs:	$90.4	$24.3	$24.9	$23.7
DME (Excluding Planning) Costs:	$550.0	$224.9	$295.6	$209.3
DME (Including Planning) Govt. FTEs:	$20.6	$15.8	$13.2	$12.2
Sub-Total DME (Including Govt. FTE):	$661.0	$265.0	$333.7	$245.2
O & M Costs:	$127.9	$37.7	$23.6	$36.2
O & M Govt. FTEs:	$3.7	$2.2	$1.1	$2.1
Sub-Total O & M Costs (Including Govt. FTE):	$131.6	$39.9	$24.7	$38.3
Total Cost (Including Govt. FTE):	$792.6	$304.9	$358.4	$283.5
Total Govt. FTE costs:	$24.3	$18.0	$14.3	$14.3
# of FTE rep by costs:	127	101	99	99

Total change from prior year final President's Budget ($)		$0.0	$102.8	
Total change from prior year final President's Budget (%)		0.00%	40.00%	

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2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Significant IT investments were pushed to CY and beyond. In addition, these IT investments are projected to be more costly than originally projected for FY 2012.

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Section D: Acquisition/Contract Strategy (All Capital Assets)

					Table I.D.1 Contracts and Acquisition Strategy						
Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value ($M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	7003	HSSCCG09C00011	N/A	0000							
Awarded	7001	HSHQDC09J00001	HSHQDC06D00019	7001							
Awarded	7001	HSHQDC10F00153	GS10F8901H	4730							
Awarded	7003	HSSCCG10J00329	HSHQDC06D00026	7001							
Awarded	7003	HSSCCG10J00208	HSHQDC07D00026	7001							
Awarded	7001	HSSCCG12J00059	HSHQDC06D00025	7001							

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

Paragraph (a) (1) (iii) of Subsection 3034.201, titled "Policy" of the Department of Homeland Security Manual permits the responsible program managers to use their judgment based on risk to implement EVM on contracts valued at less than $20 million. NETSTAR and MA Federal are FFP contracts; EVM is not required for FFP contracts. The SAIC services provided to Transformation Program is priced as a FFP CLIN. Pragmatics is an IV&V services contract, for which EVM is not appropriate. However, performance by those contractors is monitored constantly via on-site observation, project and program deliverables, and daily project and program support.

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Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-06-29

Section B: Project Execution Data

Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)
1	Core Account and Case Management	Core Account and Case Management.			

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities ($M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance ($M)	Cost Variance (%)	Total Planned Cost ($M)	Count of Activities
1	Core Account and Case Management							

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
				NONE				

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Section C: Operational Data

Table II.C.1 Performance Metrics								
Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
NONE								